



Frequently Asked Questions about Medicaid Redetermination & Burrell's Sliding Fee Scale

What has happened to cause Medicaid Redetermination?

In March 2020, Congress voted to enact the Families First Coronavirus Response Act (FFCRA). This act allowed state Medicaid programs to keep Medicaid participants continuously enrolled during the COVID-19 Public Health Emergency. In this Act, Federal funding was made available to offset this expense to the state (Missouri, for example). As of March 31, 2023, Congress ended this provision. Missouri, and many other states, have to redetermine, and confirm, each person(s), and/or family, meet(s) the household and income guideline set by the Family Support Division. This is very similar to the "annual renewal" process before March 2020.

How is Missouri handling this?

As of May 2023, all Missouri Medicaid recipients will undergo the *redetermination* process or what was previously referred to as an "annual renewal." The process has been divided over 12 months (starting in May 2023). This process may include the Family Support Division, and/or their contracted Managed Care Organizations*, asking for an updated address, household size, and/or income. Providing this information helps to determine if an individual, child, or family unit still fall(s) within the guidelines for Medicaid eligibility. There are other factors that determine eligibility and we are here to help!

**Some Medicaid participants will be called by Healthy Blue, Home State Health, or United Healthcare. These organizations handle your coverage details and most reimbursement payments to places where you have received, or may receive, covered health care services.*

What happens if I have lost my coverage?

If you have lost your Medicaid coverage, you may be able to receive services through Burrell's Sliding Fee Program. If you feel your Medicaid coverage was terminated in error, or missed any communication from the Family Support Division, our Medicaid Specialist team is happy to assist you!

How is Burrell helping as many people stay on Medicaid as possible?

Our Medicaid Specialist team is ready to assist you through the redetermination process. Our team can help submit missing paperwork, update your address and household data, and help you with an appeal or new application, if possible!

If I no longer am eligible for Medicaid, what do we do?

A specialized team has been designated to help you maintain services with our Sliding Scale Program. We are ready to help you through a simple application process that can be done in one phone call! You can call or e-mail this team at ClientFundingSpecialists@burrellcenter.com or 417-761-5060

How do I know if I have lost my Medicaid coverage?

If you are unsure if you still have Medicaid coverage, our Medicaid Specialist team can easily look up your eligibility status. Please e-mail or call MedicaidApplicationGroup@burrellcenter.com or call 417-761-5362.

How much does the Slide Fee Program cost?

Our Slide Fee Program is based on your household income, family size, and services requested. The lowest Slide level is \$60 for psychiatry visits and \$30 for therapy visits. As per our current policy, slide fees are due at time of service. Note that crisis services are available regardless of ability to pay.

How will I know what I am expected to pay?

You will receive a text reminder ahead of client visits, advising that Slide fees and copays are expected to be paid at time of service or within 14 days of receiving a statement; the amount will be shared with you upon check-in. Our Crisis Line and Crisis Services are always available, as well, by calling 988 or one of the 1-800 numbers listed in the gold box at the bottom-right hand corner of our website.

How can I pay my Sliding Fee?

For most services, we will ask for payment up front. For those services we may not know the exact amount ahead of time, we have payment options after the service has occurred and a statement has been generated from our system to go out, including payment plans and in-full payments via mail or by calling 417-761-5199.

We're here to help!

If you're not sure where to start, contact ***either*** team below and we'll help you get started with funding sources that are suitable to you, or your family's, income and needs. We're here to help and looking forward to serving you.

- MedicaidApplicationGroup@burrellcenter.com or 417-761-5362
 - ClientFundingSpecialists@burrellcenter.com or 417-761-5060
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